Dear Friends,

I´m writing to let you know about my disappointment with the treatment given to me by the Harley Davidson official store here in Salvador state of Bahia in Brazil.

On 02.07.2015 I acquired in Bahia Harley Davidson one Forty Eight used for the test ride of the store. When shopping I was told that the bike could only be transferred to my name after several monts because it was linked to Brazil´s Harley Davidson. So far so good.

On 04.15.2015 Mr. Iuna, a seller employee, call me and told me that I should pick up the transfer document. On 04.16.2015 my wife attended the dealership to pick up the document and when Mr. Iuna was delivering my wife found that the document was not even filled. That is, they would deliver a document that would serve for nothing.

Mr. Iuna said he would fill it autenticate the signature (brazilian burocracy). On 04.30.2015 Mr. Iuna again called me to go get the completed document in which, again, my wife was there on 04.05.2015 to pick up the document. To our surprise the document was filled with the day's date 04/16/2015, ie I would have until 05.16.2015 to make the transfer.

Promptly went to the office, on 05.05.2015, to the recognition of my firm. On 06/05/2015 at 7:30 I got the DMV to make the survey and the bike transfer. I left the DMV 10:30 unable to make the transfer as the Bahia Harley Davidson did not give me the necessary documents. For the bike to be on behalf of the corporation needed the social contract (or certified copy) CNPJ card and copy of RG who signed by the company. I ask, the concessionaire did not know that?

On 05/07/2015 I went to Bahia Harley Davidson require the concessionaire make the transfer process on your own, it would not be right for me after losing two mornings of work still had to return to the DMV by ONLY fault dealership that did not give me the documents.

Behold, I was greeted by Mr. Davidson, owner and director of the concessionaire that very arrogant way, is said with good reason. He said they did not have the obligation to make the transfer because I still have time to do it and at no time admitted his mistake in not deliver the documents. Worse, still tried to deliver me a certified COPY COPY of the social contract, that again would not be enough. And he insisted that he could give me the document until 05.16.2015 which is win when the deadline for the transfer but who gave me before by mere liberality. When the right is to be dated on the day of delivery so that I have 30 days to execute the transfer.

After much discussion Mr. Davidson, still believing in reason, said it would make the transfer. As I left the room this Lord still upset by the discussion and went downstairs into the hall Mr. Davidson came up behind me and loudly in the middle of the sales floor, screamed my name and I charged money relating to transfer. I had the money and forgot to deliver it, but that's no reason for Mr. Davidson print size embarrassment to me. I returned to his office and handed the value.